

***NoRTEC'S
1998 - 1999***

***OCCUPATIONAL
OUTLOOK
REPORT***

For

***Del Norte - Lassen - Modoc
Plumas - Siskiyou
Tehama
Trinity***



Our Vision:

*A thriving workforce environment
where qualified job seekers meet the
changing needs of the business community.*

Our Mission:

*The Job Training Center is a team of
dedicated and innovative professionals
committed to creating workforce solutions.
In collaboration with a network of community
resources, we provide opportunities for
self-sufficiency, life-long learning and career
advancement.*

1998–1999
Occupational Outlook & Training Directory

Northern California Counties

- * *Del Norte*
- * *Lassen*
- * *Modoc*
- * *Plumas*
- * *Siskiyou*
- * *Tehama*
- * *Trinity*

A Product of and Sponsored by:

Job Training Center of Tehama County
State of California Employment Development Department
The California Cooperative Occupational Information System



In Cooperation with:

California Community Colleges
Department of Commerce
Department of Rehabilitation
Department of Social Services
State Department of Education
State Employment Training Panel
State Job Training Coordinating Council
Bureau for Private Postscondary and Vocational Education

California Cooperative Occupational Information System Labor Market Information Program

Other agencies in the State that participate in the California Cooperative Occupational Information are listed below. Each of these agencies produce an Occupational Outlook report, containing, Labor Market Information. If interested in obtaining reports you may contact an agency at the phone numbers listed below.

NoRTEC
Del Norte/Lassen/Plumas
Modoc/Siskiyou/Tehama/Trinity

**The Job Training Center
of Tehama County**
333 Main Street
Red Bluff, Ca 96080
(530) 529-7010

Alameda
Oakland PIC
1221 Oak Street
Oakland, Ca 94612
(510) 208-7363

Butte
Butte County PIC
2185 Baldwin
Oroville, Ca 95966
(530) 538-6798

Contra Costa
Contra Costa County
PIC
2425 Bisso Lane,
Suite 100
Concord, Ca 94520-4817
(510) 646-5023

Fresno
Fresno Workforce
Development Board
1999 Tuolumne,
Suite 700
Fresno, Ca 93721
(209) 266-3742

Golden Sierra
*Alpine /El Dorado/
Nevada*
Placer /Sierra
Golden Sierra Job
Training Agency
117 New Mohawk,
Suite E
Nevada City, Ca 95959
(530) 265-3201

Humboldt
Humboldt Employment
& Training
930 6th Street
Eureka, Ca 95501
(707) 441-4642

Imperial County
Imperial County PIC
797 Main Street
El Centro, Ca 92243
(619) 353-5050

Kern
Inyo/Mono
Employers' Training
Resource
2001 28th Street
Bakersfield, Ca 93301
(850) 336-6954

Kings Kings County
Employment & Training
King's County
Government Center
Hanford, Ca 93230
(209) 582-9213

Los Angeles
City of Long Beach
Business
Development Center
200 Pine Ave.,
Suite 400
Long Beach, Ca 90802
(562) 570-3806

Madera
Madera County PIC
114 South C Street
Madera, Ca 93638
(209) 673-7031

Marin County
Marin Employment
Connection
2980 A Kerner Blvd
San Rafael, Ca 94901
(415) 499-3074

Mendocino
Mendocino PIC
630 Kings Court, Suite
204
Ukiah, Ca 95482
(707) 468-1402

Merced
Merced County
Private Industry
Training Department
1020 West Main Street
Merced, Ca 95340-4599
(209) 385-7324

Monterey
Monterey County PIC
730 LaGuardia Street
Salinas, Ca 93902
(831) 796-3321

Mother Lode
Amador/Calaveras
Mariposa/Tuolumne
Mother Lode Job
Training Agency
P.O. Box 1176
Sonora, Ca 95370
(209) 532-2820

Napa
Napa County Employment
& Training
2447 Old Sonoma Road
Napa, Ca 94558
(707) 253-4291

North Central
*Colusa/Glenn/Lake/Sutter/
Yuba*
North Central Counties
Consortium
341 N Main Street
Lakeport, Ca 95453
(707) 262-3408

Orange
Job Training Partnership
Agency
1300 South Grand,
Building B -
3rd Floor
Santa Ana, Ca 92705
(714) 834-7146

Riverside
Riverside county
EDA Job Training
1151 Spruce Street
Riverside, Ca 92507
(909) 275-1029

Sacramento
Sacramento Employment
&
Training Agency
1217 Del Paso Blvd.
Sacramento, Ca 95815
(916) 263-3800

San Benito
Community Service &
Workforce Development
1131 San Felipe Road
Hollister, Ca 95023
(408) 637-9293

San Bernardino
San Bernardino Jobs &
Employment Services
Dept.
851 S. Mount Vernon
Ave.,
Suite 22
Colton, Ca 92324
(909) 433-3339

San Diego
San Diego Workforce
Partnership
1551 Fourth Ave.,
Suite 600
San Diego, Ca 92101
(619) 238-1445

San Joaquin County
Employment &
Economic
Development Department
Private Industry Council
of
San Joaquin County
850 n. Hunter Street
Stockton, Ca 95202
(209) 468-3500

San Francisco
San Francisco PIC
1650 Mission Street,
Suite 300
San Francisco, Ca 94103
(415) 431-8700

San Luis Obispo
San Luis Obispo PIC
3566 S Higuera St.,
Suite 100
San Luis Obispo, Ca
93401
(805) 781-2200

San Mateo
San Mateo PIC
262 Harper Blvd.,
Suite 4
Belmont, Ca 94002
(415) 802-5194

Santa Barbara
Santa Barbara Private
Industry
Training Network
2400 Professional
Parkway
Suite 150
Santa Maria, Ca 93455
(805) 739-8665

Santa Clara
NOVA
505 W. Olive, Suite 550
Sunnyvale, Ca 94086
(408) 522-1045

Santa Cruz
Santa Cruz County
Human Resources
Agency
1040 Emeline Avenue,
Building E
Santa Cruz, Ca 95060
(408) 454-4598

Shasta
Shasta County PIC
1220 Sacramento Street
Redding, Ca 96001
(530) 245-1584

Solano
PIC of Solano County
320 Campus Lane
Suisun, Ca 94585
(707) 649-3606

Sonoma
Sonoma County PIC
2245 Challenger Way, #
104
Santa Rosa, Ca 95407
(707) 547-5571

Stanislaus
PIC of Stanislaus County
251 E. Hacket Road
Modesto, Ca 95358-0031
(209) 558-2100

Tulare
Tulare County PIC
2374 West Whitendale
Visalia, Ca 93277
(209) 737-4246

Ventura
Ventura County Job
Training
509 S. Ventura Road
Oxnard, Ca 93030
(805) 382-6500

Acknowledgments

The Job Training Center of Tehama County would like to express its gratitude to educators, trainers, union representatives, and other “community intermediaries” who gave their time and expertise to this third publication of the Northern California Counties Occupational Outlook Report & Training Directory.

Our sincere thanks to over 300 Northern California employers for their contributions of time and information, by completing questionnaires and responding to our interviews for the 1998/99 survey period. These employers made this report possible.

As did resource people including educators, employment specialists, union representatives who also shared their expertise and provided us with additional information.

We also want to give special thanks to CCOIS Site Analyst, Brenda Veronie for her ongoing support towards the content and publication of this report.

*Linda L. Milan
CCOIS Coordinator*

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ABOUT THE CCOIS

The 1998–1999 *Northern California Counties Occupational Outlook* is a product of the California Cooperative Occupational Information System (CCOIS), which has been producing reports for California since 1986. Thirty-eight local agencies produce Occupational Outlook Reports. Together, the reports represent 58 counties and all of California’s labor force. No other source of occupational information offers the current local labor market focus that is found in this, and other, Occupational Outlook Reports.

Mission of the CCOIS

“To improve the match between employers needs for skilled labor and the skills of the California workforce. This is accomplished by providing current localized occupational information which results in better labor market decisions. These decisions are made by job seekers, employers, policy makers, legislators, training staff, students, educators, counselors, administrators and others who prepare people for, and help them to obtain, work.”

Project Coordination Staff

Project Coordinator, Occupational Outlook and Data Collection by:

Linda L. Milan, CCOIS Project Coordinator

Data Collection by:

Survey Technicians, Deborah Garrett and Cliff Curry

Brenda Veronie, LMID Site Analyst

For Additional Information or to Order Additional Publications, Contact

Job Training Center of Tehama County

333 Main Street

Red Bluff, Ca. 96080

(530) 529-7010

E-mail: lmilan@ncen.org

Your Opinion Counts

As a reader of the information contained in this report, your participation in completing the customer satisfaction questionnaire, which is inserted in this publication, is appreciated. Your response will help us to ensure this publication continues to meet the needs of our customers.

Thank you.

INTRODUCTION

Welcome to the 1998–1999 Occupational Outlook and Training Directory for the counties of Del Norte, Lassen, Modoc, Plumas, Siskiyou, Tehama, and Trinity in Northern California.

The information presented in this report was collected and analyzed by the California Cooperative Occupational Information System staff of the Job Training Center of Tehama County and the California State Employment Development Department (EDD), Labor Market Information Division (LMID).

Questions regarding the information in this report should be directed to the Job Training Center of Tehama County. The research methods and terminology are explained on the following pages to assist the reader in better understanding and maximizing its use.

POSSIBLE USES OF THIS REPORT

Career Decisions:

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy to understand and includes employer requirements and preferences, wages and benefits, supply and demand assessments and more.

Curriculum Design:

Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

Economic Development:

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development within the seven county areas.

Human Resource Management:

Small business owners and corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

Program Planning:

This report provides planners and administrators with local employment and training information, occupational size and expected growth rates. Program planners can use this data to evaluate, eliminate, improve, and plan new programs.

Program Marketing:

By using locally developed and reliable occupational data, training providers can better market their programs to students, employers, and others.

ABOUT THE PROGRAM METHODS

OCCUPATION SELECTION

The first step in the 1998 project was to identify the occupations that would be researched. A preliminary list of occupations was developed by potential users of the labor market information while attending community meetings designed for this purpose. These users included program administrators, vocational planners and counselors, employers, and others. These meetings generated valuable input for this final selection of occupations. Criteria used for selecting occupations were:

- ✱ The occupation had to have a substantial employment base in the counties.
- ✱ There was a substantial number of projected job openings in the counties.
- ✱ The potential salary level was \$7.00/hr. Or more. (Some exceptions are included in this report.)

TITLES AND DEFINITIONS OF OCCUPATIONS

The occupation has a job title and a definition which identifies the various activities and functions of the worker. The titles and definitions used in this report are based on the Occupational Employment Statistics (OES) dictionary published by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), May 1992. BLS uses the OES classification system nationwide to study staffing patterns within industries. Each occupational title is followed by an OES definition which describes the tasks involved within the occupation. Examples of OES occupational titles include: accountants and auditors, bus drivers, hotel desk clerks, and nurse practitioners. The Dictionary of Occupational Titles (DOT) uses a more detailed classification system than does the OES system. However, each OES defined occupation can be matched to a number of related DOT defined occupations.

SURVEY SAMPLE SELECTION

After the occupations are selected and defined, an employer sample was developed for each occupation. One consideration in drawing the employer sample was to identify the industry classifications that use each occupation.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification manual. There are nine major industry groups; some examples are agriculture, construction, manufacturing, and retail trade, which contain almost 900 detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they render.

ABOUT THE PROGRAM METHODS

CCOIS staff of the Job Training Center of Tehama County (JTC), using detailed data bases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. A nurse practitioner would work for a firm classified in the health services category, whereas a computer aided design technician may be scattered across several industries—health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by JTC staff and employers were added and deleted, as appropriate, to obtain a sample of 40 potential employees per occupation.

QUESTIONNAIRE DEVELOPMENT

The CCOIS uses a standardized questionnaire of 20 questions on the two-page survey form. The questionnaire was mailed to all of the active employers in the refined sample.

SURVEY PROCEDURES

The CCOIS used the following survey procedures:

- ✱ Letters introducing the survey were sent to all of the active firms.
- ✱ Employers who did not respond to the mailing were then contacted by telephone for their responses. Some employers received a second mailing of the questionnaire.
- ✱ When a representative sample of at least 15 employer responses was not achieved, firms were then added to the active list from additional LMID employer listings or the yellow pages.
- ✱ All surveys were carefully reviewed by JTC staff for accuracy and completeness. When clarification was necessary, employers were contacted by telephone.
- ✱ Supplementary information about the occupations was received by contacting labor unions, schools and training providers.

TABULATING THE RESULTS

The employer responses were entered into the CCOIS database and tabulations were printed, reviewed, and analyzed by a CCOIS analyst. Once the analysis was complete, occupational summaries were written for inclusion into the Occupational Outlook Report. Each summary provides information on the size of the occupation, employment trends, supply/demand assessment, wages and fringe benefits, training and hiring requirements, and other information. Specific employer information is and will remain confidential.

ABOUT THE TERMINOLOGY AND DEFINITIONS

The following definitions explain the terminology used throughout the occupational summaries.

OCCUPATION

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles. The titles and definitions are based on the OES Dictionary published by the Bureau of Labor Statistics, May 1992, and published by the U.S. Department of Labor, Employment and Training Administration, Fourth Edition. The occupations were selected for survey based on the needs of local users of occupational information.

WAGES

The standard definition of wage data categories enables comparison of salary ranges across occupations. The ranges are based primarily on employer surveys and contracts with union. Extreme answers are excluded. All wages reported are based on data collected from June, 1998 through September 1998. Union wages will be listed when at least 20% of the responding firms are union. “Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (wages rounded to the nearest quarter are still considered to be representative).”

Wage data reflects the following categories:

New to firm, no experience	The wages of persons trained or untrained but with no paid experience in the occupation.
New to firm, experienced	The starting wage paid to journey-level or experienced workers newly hired at the firm.
Three years with firm, experienced	The wages generally paid to workers with three years journey-level experience at the firm.

FRINGE BENEFITS

Employee benefits traditionally offered by employers are identified by percentages in full time and part-time categories. Additional benefits offered by a few employers are listed separately.

EMPLOYER REQUIREMENTS

This category presents the amount and kinds of work experience, education, and training required by surveyed employers. Also included are typical employer preferences and key personal traits usually present in those working in the occupation. When reference is made to all employers, almost all, most, many, some, or few, the following definitions apply:

All Employers	100%
Almost all employers	80% up to but not including 100% of the survey respondents
Most employers	60% up to but not including 80% of the survey respondents
Many employers	40% up to but not including 60% of the survey respondents
Some employers	20% up to but not including 40% of the survey respondents
Few employers	Less than 20% of the survey respondents

LABOR SUPPLY AND DEMAND ASSESSMENT

The terms presented in this section of the summary refer to the relative difficulty employers experience in locating qualified applicants for entry level and experienced positions in each occupation. The terms used in describing the local labor supply and demand situation found in the area at the time of the study are defined as follows:

Very Difficult	Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.
Somewhat Difficult	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants when an opening exists.
A Little Difficult	Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition when seeking jobs.
Not Difficult	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

OCCUPATIONAL SIZE

The term used to describe the employee size of a particular occupation refers to its estimated number of workers in the occupation. Occupational size in the seven county area is measured using the following scale:

Small	1 – 83
Medium	84 – 165
Large	166 – 359
Very Large	360 and above

JOB SPECIFICATIONS

The skills, knowledge, abilities, licenses and certificates listed in this category are from LMID library resource materials and surveyed employer responses. Only the most important specifications are listed.

EMPLOYMENT TRENDS

One of several standard terms will describe the expected growth rate for the outlook period. These terms are:

Much faster than average	= 1.50 times average or more
Faster than average	= 1.10 to but not including 1.50 times average
Average	= .90 but not including 1.10 times average
Slower than average	= less than .90 times average
No significant change, or remain stable	
Slow decline	

Employment trends are projected to seven years, 1995–2002.

For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training.

OTHER RELEVANT INFORMATION

This category may list such information as typical industry concentrations, promotional patterns, and concentration of on-call workers, recruitment methods, and sources of filled vacancies.

ABOUT THE ABBREVIATIONS AND ACRONYMS

The following abbreviations and acronyms are used frequently throughout this report:

Abbreviations:

Exp.	Experience
Hr.	Hour
Lbs.	Pounds
Mo.	Month
Req.	Require
Yr.	Year

Acronyms:

BLS	Bureau of Labor Statistics
CAD	Computer Aided Design Technicians
CCOIS	California Cooperative Occupational Information System
CPR	Cardiac Pulmonary Resuscitation
DMV	Department of Motor Vehicles
EDD	Employment Development Department
GIS	Geographic Information System
INA	Information Not Available
JTC	Job Training Center of Tehama County
LMID	Labor Market Information Division
NEC	Not Elsewhere Classified
OES	Occupational Employment Statistics
SIC	Standard Industrial Classification
WPM	Words Per Minute

OCCUPATIONAL SUMMARIES

ACCOUNTANTS AND AUDITORS

JOB DESCRIPTION

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Large (240)
Projected Job Growth Rate: 4.3%
Growth: Slower than average

Labor Supply and Demand Assessment

Degreed of difficulty in finding applicants:

	Not	A little	Somewhat	Very
Experienced	12%	24%	35%	29%
Inexperienced	19%	19%	43%	19%

Where the jobs are

	Percent	SIC*
Accounting, Audit & Bookkeeping	15.2	8721
Local Government	13.6	9030
Elementary and Secondary Schools	6.2	8211
Eating Places	4.5	5812
Drinking Places	4.1	5813
Other	56.4	

*Standard Industrial Classification

15 Firms Responding

OES Code: 211140
Alternate Title: Controller

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

College But No Degree	29%
Bachelor Degree	29%
High School Equivelant	24%
Associate Degree	18%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
EXPERIENCE REQ	0%	12%	59%	29%
TRAINING AS A				
SUBSTITUTE FOR EXP	18%	58%	24%	0%

Firms requiring experience in the occupation averaged 12 months. Other acceptable related experience included bookkeeping, data entry, and billing. Almost all responding firms were willing to substitute training in lieu of experience.

JOB SPECIFICATIONS

These skill were rated as important qualifications in gaining entry into this occupation.

Technical

Business math skills
Ability to use spreadsheet, word processing and data base
Knowledge of computerized accounting system
Budget analysis skills
Verbal presentation skills
Problem solving skills

ACCOUNTANTS AND AUDITORS

Personal and Other

Willingness to work with close supervision
Ability to work under pressure
Customer service skills

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

All most all responding firms indicated they seek Word Processing skills, while most firms seek Spreadsheet skills in applicants for this position.

WAGES

Non Union Wages

	Range	Median
New hires, no exp	\$5.75 – \$23.97	\$8.79
New to firm, no exp	5.75 – 26.37	12.50
3+ yrs of exp	6.00 – 33.56	15.56

FRINGE BENEFITS

	Full-time	Part-time
Child Care	7%	7%
Retirement Plan	73%	13%
Paid Vacation	87%	20%
Paid Sick Leave	73%	20%
Life Insurance	73%	13%
Vision Insurance	67%	13%
Dental Insurance	73%	13%
Medial Insurance	100%	13%

HOURS

Almost all responding firms offered full-time employment averaging 40 hours per week. Some responding firms offered part-time employment averaging 24 hours per week. A few responding firms offered seasonal employment averaging 40 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in some responding firms. Those reported included auditor and managerial positions.

Recruitment methods included the following:

Newspaper Ads	82%
In House Promotion or Transfer	53%
Employment Development Dept.	53%
Employees' Referrals	41%
Private Employment Agencies	18%
Walk In Applicants	18%
Public School or Program Referrals	12%
Private School Referrals	6%

Vacancies filled within the last 12 months were a result of:

Employee's Leaving	50%
Temporary	33%
Promotions	17%

Gender Demographics

Male	32%	Female	68%
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ADMINISTRATIVE ASSISTANTS

JOB DESCRIPTION

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: INA
Projected Job Growth Rate: INA
Growth: INA

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	7%	40%	40%	13%
Inexperienced	0%	31%	15%	54%

15 Firms Responding

OES: 169167997

Alternate Title: Office Manager

Where the jobs are:

	Percent	SIC*
Real Estate Agents and Managers	33.4	6531
Engineering, Architectural, and Surveying Services	13.3	8711
Individual & Family Social Services	13.3	8322
Title Insurance Agencies	6.7	6361
General Medical & Surgical Hospitals	6.7	8062
Elementary and Secondary Schools	6.7	8211
Child Day Care Services	6.7	8351
Executive & Legislative Offices Combined	6.6	9131
National Security	6.6	9711

* Standard Industrial Classification

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	27%
Associate Degree	27%
Bachelor Degree	27%
College But No Degree	20%

Experience, Training & Other Requirements

	Never	Sometimes	Usually	Always
Exp. req.	0%	7%	33%	60%
Training as a substitute for exp.	33%	40%	27%	0%

Most responding firms required an average of 60 months experience. These included clerical, book-keeping, and human resource management positions. Most responding firms were willing to substitute training in lieu of experience.

ADMINISTRATIVE SERVICES MANAGERS

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

All employers indicated that they seek word processing skills, almost all firms indicated that they seek spreadsheet and database skills in applicant. Some firms reported that in the next three years Internet and e-mail skills will be needed for this position.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$7.00 – \$17.74	\$11.00
New to firm, exp.	9.00 – 28.77	13.50
3+ yrs of exp.	11.00 – 32.13	16.93

FRINGE BENEFITS

	Full-time	Part-time
Child Care	14%	7%
Retirement Plan	82%	14%
Paid Vacation	100%	14%
Paid Sick Leave	100%	14%
Life Insurance	71%	7%
Vision Insurance	86%	14%
Dental Insurance	93%	14%
Medical Insurance	93%	14%

HOURS

Almost all responding firms offered full time employment averaging 40 hours per week. A few responding firms offered part-time employment averaging 24 hours per week. A few firms offered seasonal employment averaging 43 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in most responding firms. Those reported included executive director, business consultant, and area manager.

Recruitment methods included the following

Newspaper Ads	81%
In House Promotion or Transfer	69%
Employees' Referrals	50%
Employment Development Dept.	19%
Walk In Applicants	13%
Private School Referrals	6%
Public School or Program Referrals	6%
Private Employment Agencies	6%
Other	6%

Vacancies filled within the last 12 months were a result of

Temporary	60%
Employees Leaving	25%
New Positions	15%

Gender Demographics

Male	27%	Female	73%
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ADMINISTRATIVE SERVICES MANAGERS

JOB DESCRIPTION

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department of businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators. Please do not include Procurement Managers or Managers who spend less than 80% of their time in administrative services.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Medium (90)
Projected Job Growth Rate: 11.1%
Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	6%	13%	50%	31%
Inexperienced	0%	31%	38%	31%

Where the jobs are

	Percent	SIC *
Local Government	16.8	9030
Management Services	10.9	8741
Civil and Social Associations	8.9	8641
Amusement and Recreation, NEC	8.9	7999
Hospital and Medical Service Plans	7.9	6324
Social Services, NEC	7.9	8399
Job Training and Related Services	6.9	8331
Nursing and Personal Care, NEC	5.9	8059
Offices & Clinics of Medical Dr.	4.0	8011
Other	21.9	

*Standard Industrial Classification

16 Firms Responding

OES: 130140

Alternate Title: Director

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

College But No Degree	44%
Bachelor Degree	31%
High School or Equivalent	13%
Associate Degree	13%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	0%	13%	31%	56%
Training as a substitute for exp.	19%	75%	6%	0%

Many responding firms required an average of 24 months experience in the occupation. Other acceptable work experience was in business management, project management, and program administration. Almost all firms were willing to substitute training in lieu of experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Business math skills
- Office management skills
- Supervisory skills
- Ability to plan and organize the work of others
- Ability to manage an activity or department

Personal and Other

- Willingness to work with close supervision
- Ability to work under pressure
- Ability to work independently
- Public contact skills

ADMINISTRATIVE SERVICES MANAGERS

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

All employers indicated that they seek word processing skills, almost all firms indicated that they seek spreadsheet and database skills in applicant. Some firms reported that in the next three years Internet and e-mail skills will be needed for this position.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$7.00 – \$17.74	\$11.00
New to firm, exp.	9.00 – 28.77	13.50
3+ yrs of exp.	11.00 – 32.13	16.93

FRINGE BENEFITS

	Full-time	Part-time
Child Care	14%	7%
Retirement Plan	82%	14%
Paid Vacation	100%	14%
Paid Sick Leave	100%	14%
Life Insurance	71%	7%
Vision Insurance	86%	14%
Dental Insurance	93%	14%
Medical Insurance	93%	14%

HOURS

Almost all responding firms offered full time employment averaging 40 hours per week. A few responding firms offered part-time employment averaging 24 hours per week. A few firms offered seasonal employment averaging 43 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in most responding firms. Those reported included executive director, business consultant, and area manager.

Recruitment methods included the following

Newspaper Ads	81%
In House Promotion or Transfer	69%
Employees' Referrals	50%
Employment Development Dept.	19%
Walk In Applicants	13%
Private School Referrals	6%
Public School or Program Referrals	6%
Private Employment Agencies	6%
Other	6%

Vacancies filled within the last 12 months were a result of

Temporary	60%
Employees Leaving	25%
New Positions	15%

Gender Demographics

Male	27%	Female	73%
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BILLING, COST, AND RATE CLERKS

JOB DESCRIPTION

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines. Please do not include workers whose primary duty is operation of special office machines such as billing, posting, and calculating machines. Also, do not include workers who calculate charges for passenger transportation.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Large (170)
Projected Job Growth Rate: 6.3%
Growth: Slower than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	10%	35%	40%	15%
Inexperienced	16%	31%	42%	11%

Where the jobs are

	Percent	SIC *
Offices and Clinics of Medical Doctor	23.5	8011
General Medical and Surgical Hospital	20.6	8062
Help Supply Services	7.1	7363
Canned Fruits and Vegetables	5.9	2033
Accounting, Audit & Bookkeeping	5.3	8721
Local Government	4.7	9030
Offices and Clinics of Dentists	4.1	8021
Other	28.8	

* Standard Industrial Classification

20 Firms Responding

OES: 553440

Alternate Title: Financial Coordinator

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	50%
College But No Degree	40%
Associate Degree	10%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	5%	15%	60%	20%
Training as a substitute for exp.	25%	55%	20%	0%

Almost all responding firms required approximately 6 months experience in the occupation. Acceptable related experience was in bookkeeping, accounting, and other clerical. Most firms were willing to substitute training in lieu of experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Data entry skills
Ability to operate a 10 key adding machine by touch
Ability to follow billing procedures
Bookkeeping skills

Personal and Other

Willingness to work with close supervision
Ability to work independently

BILLING, COST, AND RATE CLERKS

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills
Basic math skills

Most responding firms indicated they seek word processing skills, while many firms seek spreadsheet skills in applicants for this position. New skills needed in the future for this position reported by a few firms include Internet and time management.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 – \$11.02	\$6.58
New to firm, exp.	6.50 – 11.02	8.00
3+ yrs of exp.	8.00 – 14.50	10.50

FRINGE BENEFITS

	Full-time	Part-time
Child Care	5%	5%
Retirement Plan	60%	10%
Paid Vacation	100%	20%
Paid Sick Leave	80%	20%
Life Insurance	45%	10%
Vision Insurance	50%	15%
Dental Insurance	80%	20%
Medical Insurance	85%	15%

Other benefits reported by a few firms for full-time employees included child care in lieu of medical, pension/profit sharing.

HOURS

Almost all responding firms offered full time employment averaging 39 hours per week. Some responding firms offered part-time employment averaging 23 hours per week. A few firms offered temporary on-call employment averaging 12 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in many responding firms. Those reported included division director and other administrative positions.

Recruitment methods included the following:

Newspaper Ads	70%
Employees' Referrals	65%
In House Promotion or Transfer	50%
Employment Development Dept.	30%
Private Employment Agencies	20%
Walk In Applicants	20%
Public School or Program Referrals	15%
Other	5%

Vacancies filled within the last 12 months were a result of:

Employee's Leaving	53%
New Positions	27%
Promotions	20%

Gender Demographics

Male	0%	Female	100%
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BUS DRIVER SCHOOL

18 Firms Responding

OES: 971110

JOB DESCRIPTION

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Large (300)
 Projected Job Growth Rate: 11.1%
 Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	0%	17%	44%	39%
Inexperienced	0%	29%	65%	6%

Where the jobs are:

	Percent	SIC *
Elementary and Secondary Schools	98.3	8211
Other	1.7	

*Standard Industrial Classification

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	94%
College But No Degree	6%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	22%	33%	33%	12%
Training as a substitute for exp.	6%	33%	39%	22%

Most responding firms required an average of 24 months experience in the occupation. Experience in commercial bus driving was acceptable as a substitute for experience in the occupation. Almost all firms were willing to substitute training in lieu of experience in the occupation.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Ability to administer emergency first aid
- Ability to perform CPR
- Map reading skills
- Automotive maintenance and minor repair skills
- Possession of a valid Class B driver’s license

Personal and Other

- Willingness to work with close supervision
- Ability to handle crisis situations
- Ability to work under pressure

BUS DRIVER SCHOOL

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

License, Certification and other Qualifications:

Commercial driver's license from the state of residence.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$7.88 – \$11.54	\$9.30
New to firm, exp.	8.01 – 11.54	9.60
3+ yrs of exp.	9.82 – 11.54	10.30

Union Wages

	Range	Median
New hires, no exp.	\$8.95 – \$11.89	\$9.51
New to firm, no exp.	9.00 – 11.89	10.00
3+ yrs with firm	10.00 – 12.43	10.33

Sixty-one percent of the responding firms are union and represent 70% of the occupational employment.

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	65%	47%
Paid Vacation	71%	65%
Paid Sick Leave	71%	65%
Life Insurance	24%	29%
Vision Insurance	71%	53%
Dental Insurance	65%	47%
Medical Insurance	76%	59%

HOURS

Many responding firms offered full time employment averaging 39 hours per week.

Most responding firms offered part-time employment averaging 20 hours per week.

Some firms offered temporary on-call employment averaging 8 hours per week. A few responding firms offered seasonal employment averaging 25 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in many responding firms. These opportunities were in lead bus driver, trainer, and transportation superintendent positions.

Recruitment methods included the following:

Newspaper Ads	89%
In House Promotion or Transfer	50%
Employees' Referrals	39%
Public School or Program Referrals	28%
Walk In Applicants	11%
Other	6%

Vacancies filled within the last 12 months were a result of:

Temporary	47%
Employees Leaving	32%
New Positions	16%
Promotions	5%

Gender Demographics

Male	35%	Female	65%
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COMPUTER AIDED DESIGN (CAD) TECHNICIANS

JOB DESCRIPTION

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size:	INA
Projected Job Growth Rate:	INA
Growth:	INA

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	0%	0%	54%	46%
Inexperienced	0%	8%	75%	17%

Where the jobs are

(Percentages based on responding firms)

	Percent	SIC *
Civil Engineer	46.2	8711
Surveyors	30.7	8713
Architect Services	7.7	8712
Local Government	7.7	9030
State Government	7.7	9020

*Standard Industrial Classification

13 Firms Responding

OES: 003362999

Alternate Title: Engineering Technicians

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

College But No Degree	54%
High School or Equivalent	23%
Associate Degree	15%
Bachelor Degree	8%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	8%	0%	38%	54%
Training as a substitute for exp.	23%	46%	23%	8%

Many responding firms required experience in the occupation averaging 24 months. Acceptable related experience included engineering and drafting technician. Most responding firms were willing to substitute training in lieu of experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Knowledge of trigonometry
- Ability to work from engineering sketches
- Knowledge of software applications
- Ability to read blueprints
- Ability to use geometric dimensioning and tolerancing techniques
- Computer integrated manufacturing (CIM)
- Computer Aided Design (CAD) skills

Personal and Other

- Willingness to work with close supervision
- Ability to concentrate for long periods of
- Good vision
- Ability to work independently

COMPUTER AIDED DESIGN (CAD) TECHNICIANS

HOURS

Almost all responding firms offered full time employment averaging 40 hours per week. Some responding firms offered part-time employment averaging 24 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in some responding firms. This included managerial, GIS Planner I and GIS Planner II positions.

Recruitment methods included the following

Newspaper Ads	54%
Walk In Applicants	46%
Employment Development Dept.	31%
Employees' Referrals	31%
In-House Promotion or Transfer	15%
Private Employment Agencies	8%
Other	15%

Vacancies filled within the last 12 months were a result of

New Positions	60%
Employees Leaving	20%
Temporary	20%

Gender Demographics

Male	88%	Female	12%
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Basic

Ability to read and follow instructions
Ability to write legibly

Many responding firms indicated they seek word processing, spreadsheet and database skills in applicants for this position. Firms reported that the need for geographic information query and analysis, land survey resolutions, and more computer CAD drawing will increase in the future. An obsolete skill reported by a few firms included drafting by hand.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$6.00 – \$19.80	\$9.50
New to firm, exp.	8.00 – 21.83	12.00
3+ yrs of exp.	10.00 – 26.53	15.00

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	56%	0%
Paid Vacation	89%	0%
Paid Sick Leave	78%	0%
Life Insurance	44%	0%
Vision Insurance	22%	0%
Dental Insurance	44%	0%
Medical Insurance	67%	0%

COOKS-SPECIALTY FAST FOOD

16 Firms Responding

OES: 650320

JOB DESCRIPTION

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Very Large (510)
Projected Job Growth Rate: 8.5%
Growth: Faster Than Average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	6%	25%	31%	38%
Inexperienced	0%	31%	56%	13%

Where the jobs are

	Percent	SIC *
Eating Places	100%	5812

*Standard Industrial Classification

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	88%
Less Than High School	13%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	37%	44%	6%	13%
Training as a substitute for exp.	6%	38%	31%	25%

Most responding firms required experience in the occupation averaging 3 months. Related experience included food preparation and line cook experience. Almost all firms were willing to substitute training in lieu of work experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Food preparation skills

Personal and Other

Willingness to work with close supervision
Ability to work under pressure
Ability to work independently

COOKS-SPECIALTY FAST FOOD

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 –\$7.00	\$5.75
New to firm, exp.	5.75 – 8.00	5.95
3+ yrs of exp.	5.75 – 9.00	6.50

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	0%	0%
Paid Vacation	67%	33%
Paid Sick Leave	0%	33%
Life Insurance	33%	0%
Vision Insurance	33%	0%
Dental Insurance	67%	0%
Medical Insurance	100%	0%

HOURS

Most responding firms offered full-time employment averaging 39 hours per week. Almost all responding firms offered part-time employment averaging 25 hours per week. A few firms offered temporary on-call employment averaging 18 per week. A few firms offered seasonal employment averaging 30 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in many responding firms. Those reported included managerial and supervisory positions.

Recruitment methods included the following:

Employee Referrals	56%
Walk In Applicants	50%
In House Promotion or Transfer	38%
Newspaper Ads	31%
Public School or Program Referrals	25%
Private School Referrals	6%
Private Employment Agencies	6%
Other	6%

Vacancies filled within the last 12 months were a result of:

Employee's Leaving	45%
Temporary	45%
New Positions	8%
Promotions	2%

Gender Demographics

Male	41%	Female	59%
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CUSTOMER SERVICE REPRESENTATIVES UTILITIES

JOB DESCRIPTION

Utilities Customer Service Representatives interview applicants for water, gas, electric, or telephone service. They talk with customers by phone or in person and receive orders for installation, turn-on, discontinuance, or change in services.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Small (50)

Projected Job Growth Rate: 0.0%

Growth: Slow Decline

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	45%	9%	36 %	10%
Inexperienced	45%	27%	28%	0%

Where the jobs are

	Percent	SIC *
Local Government	40.7	9030
Gas and Other Services Combined	31.5	4932
Cable and Other Pay TV Services	13.0	4841
Telephone Communications	11.1	4813

*Standard Industrial Classification

11 Firms Responding

OES: 553350

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School Equivalent	64%
College But No Degree	36%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	27%	27%	36%	10%
Training as a substitute for exp.	36%	45%	19%	0%

A few responding firms required experience hired employees with an average of 24 months experience. Acceptable related experience included customer service, clerical, and cashier. Most responding firms are willing to substitute training in lieu of experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Recording keeping skills
Ability to use a calculator
Ability to write effectively
Ability to operate 10-key adding machine by touch

Personal and Other

Willingness to work with close supervision
Ability to work under pressure
Ability to perform routine, repetitive work
Diplomacy

CUSTOMER SERVICE REPRESENTATIVES UTILITIES

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills
Basic math skills

Most responding firms indicated they seek word processing and spreadsheet skills, while many firms seek database skills in applicants for this position. A few firms report Internet skills as being important for future applicants.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$6.00 – \$15.00	\$7.00
New to firm, exp.	7.00 – 15.00	8.00
3+ yrs of exp.	7.00 – 15.00	9.50

Union Wages

	Range	Median
New hires, no exp.	\$9.00 – \$14.00	\$ 9.06
New to firm, no exp.	9.12 – 14.00	11.75
3+ yrs with firm	11.09 – 20.00	15.50

Thirty-six percent of the responding firms are union and represent 56% of the occupational employment.

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	89%	22%
Paid Vacation	100%	22%
Paid Sick Leave	89%	22%
Life Insurance	56%	22%
Vision Insurance	78%	22%
Dental Insurance	89%	22%
Medical Insurance	100%	22%

An additional benefit reported by a few firms for full-time employees included a 401k.

HOURS

Almost all responding firms offered full time employment averaging 40 hours per week. Some responding firms offered part-time employment averaging 30 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in most responding firms. Those reported included administrative assistant, customer service representatives II, and III.

Recruitment methods included the following

Newspaper Ads	73%
In House Promotion or Transfer	45%
Employees' Referrals	36%
Employment Development Dept.	18%
Private Employment Agencies	9%
Other	9%

Vacancies filled within the last 12 months were a result of

Employee's Leaving	100%
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Gender Demographics

Male	32%	Female	68%
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DENTAL HYGIENISTS

JOB DESCRIPTION

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Medium (90)

Projected Job Growth Rate: 12.5%

Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	6%	38%	0%	56%
Inexperienced	0%	36%	29%	35%

Where the jobs are

	Percent	SIC *
Offices and Clinics of Dentists	100	8021

*Standard Industrial Classification

16 Firms Responding

OES: 329080

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

Associate Degree	50%
Bachelor Degree	31%
College But No Degree	19%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	13%	13%	25%	49%
Training as a substitute for exp.	44%	31%	19%	6%

Firms requiring experience in the occupation hired employees with an average of 18 months experience. Most responding firms indicated they were willing to substitute training in the occupation for work experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Ability to follow laboratory procedures
- Ability to perform or assist with dental procedures
- Understanding of good diet and nutrition
- Supervisory skills
- Ability to write effectively
- Record keeping skills
- Knowledge of anesthesiology

Personal and Other

- Willingness to work with close supervision
- Public contact skills
- Ability to work independently

DENTAL HYGIENISTS

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills
Basic math skills

Licenses, Certifications, and Qualifications:

Graduate from an accredited dental hygiene school. Dental hygienists must be licensed by the State in which they practice.

WAGES

Non Union Wage

	Range	Median
New hires, no exp.	\$6.50 –\$32.00	\$22.50
New to firm, exp.	8.00 – 40.00	28.00
3+ yrs of exp.	9.00 – 40.00	30.00

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	73%	9%
Paid Vacation	64%	27%
Paid Sick Leave	36%	27%
Life Insurance	9%	0%
Vision Insurance	9%	9%
Dental Insurance	64%	27%
Medical Insurance	45%	9%

An additional reported benefit for full-time and part-time employees included profit sharing.

HOURS

A few responding firms offer full time employment averaging 36 hours per week. Almost all employers offer part-time employment averaging 19 hours per week. A few firms offer temporary on-call employment averaging 10 hours per week. Flexible scheduling is a distinctive feature of this occupation. Dentists frequently hire dental hygienists to work only 1 or 2 days a week, so dental hygienists could hold down jobs in more than one dental office.

OTHER RELEVANT INFORMATION

Recruitment methods included the following:

Newspaper Ads	56%
Employees' Referrals	38%
Walk In Applicants	31%
Private School Referrals	13%
Employment Development Dept.	13%
Public School or Program Referrals	6%
In House Promotion or Transfer	6%
Private Employment Agencies	6%
Other	13%

Vacancies filled within the last 12 months were a result of

Employee's Leaving	38%
New Positions	38%
Temporary	25%

Gender Demographics

Male	6%	Female	94%
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DRIVER/SALES WORKERS

16 Firms Responding

OES: 971170

JOB DESCRIPTION

Driver/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry or to collect coins, and to refill and service vending machines. Please include newspaper delivery drivers.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Medium (90)
Projected Job Growth Rate: 12.5%
Growth: Faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	13%	25%	50%	12%
Inexperienced	37%	13%	25	25%

Where the jobs are

	Percent	SIC *
Eating Places	33.0	5812
Groceries and Related Products, NEC	15.4	5149
Beer and Ale	13.2	5181
Petroleum Products, NEC	8.8	5172
Dairy Products, exc. Dried or Canned	7.7	5143
Fresh Fruits and Vegetables	6.6	5148
Other	12.6	

* Standard Industrial Classification

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	88%
College But No Degree	13%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	37%	25%	19%	19%
Training as a substitute for exp.	13%	36%	38%	13%

Responding firms required experience in the occupation averaging 6 months. Acceptable related experience included outside sales and delivery driving. A few responding firms were willing to substitute training in lieu of experience in the occupation.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Business math skills
- Ability to read invoices
- Understanding of inventory techniques
- Automotive maintenance and minor repair skills
- Possession of a valid Class B driver's license
- Possession of a valid Class A driver's license
- Bondable

Personal and Other

- Willingness to work with close supervision
- Ability to pass a pre-employment medical examination
- Ability to lift at least 50 lbs. repeatedly
- Possession of a good DMV record

DRIVER/SALES WORKERS

Basic

Ability to read and follow instructions
 Ability to write legibly
 Oral communication skills

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 –\$10.00	\$6.50
New to firm, exp.	5.75 – 11.00	8.25
3+ yrs of exp.	5.75 – 12.66	10.25

Commission on sales is common to this occupation.

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	43%	7%
Paid Vacation	93%	7%
Paid Sick Leave	43%	7%
Life Insurance	50%	7%
Vision Insurance	43%	7%
Dental Insurance	64%	7%
Medical Insurance	93%	7%

HOURS

Almost all responding firms offered full time employment averaging 39 hours per week. Some responding firms offered part-time employment averaging 22 hours per week. A few firms offered temporary on-call employment averaging 10 hours per week. A few responding firms offered seasonal employment averaging 40 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in most responding firms. Those opportunities existed in supervisory and managerial positions.

Recruitment methods included the following

Employees' Referrals	63%
Newspaper Ads	50%
In House Promotion or Transfer	38%
Employment Development Dept.	31%
Walk In Applicants	19%

Vacancies filled within the last 12 months were a result of

Employees Leaving	50%
New Positions	21%
Promotions	21%
Temporary	7%

Gender Demographics

Male	80%	Female	20%
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GENERAL MANAGERS AND TOP EXECUTIVES

JOB DESCRIPTION

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. Please do not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

EMPLOYMENT TRENDS

Occupational Forecast 1995–2002

Occupational Size: Very Large (1,620)
Projected Job Growth Rate: 8%
Growth: Average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A Little	Somewhat	Very
Experienced	6%	29%	35%	30%
Inexperienced	7%	21%	43%	29%

Where the jobs are

	Percent	SIC*
Grocery Stores	5.2	5411
Logging	4.7	2421
Hotels and Motels	4.1	7011
Eating Places	3.8	5812
Local Government	3.0	9030
Other	79.2	

*Standard Industrial Classification

17 Firms Responding

OES: 190050

Alternate Title Facility Managers

EMPLOYER REQUIREMENTS

Education of most recent hires by percent of total firms responding.

Bachelor Degree	41%
College But No Degree	24%
Associate Degree	18%
High School or Equivalent	12%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience required	6%	18%	18%	59%
Training as a substitute for exp.	41%	41%	18%	0%

Many responding firms required an average of 24 months experience in managerial and supervisory positions. Many firms were willing to substitute training in lieu of work experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Knowledge of business math
Leadership skills
Performance appraisal skills
Ability to analyze data to solve problems
Knowledge of economic principles and financial planning

GENERAL MANAGERS AND TOP EXECUTIVES

Personal and Other

- Oral communication skills
- Ability to work independently
- Ability to motivate others
- Ability to plan and organize the work of others
- Ability to work under pressure

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 – \$35.96	\$12.50
New to firm, exp.	6.50 – 43.14	14.38
3+ yrs. exp.	8.00 – 55.14	15.00

FRINGE BENEFITS

	Full-time	Part-time
Child Care	12%	0%
Retirement Plan	88%	6%
Paid Vacation	100%	6%
Paid Sick Leave	71%	6%
Life Insurance	65%	6%
Vision Insurance	53%	6%
Dental Insurance	53%	6%
Medical Insurance	100%	6%

An additional reported benefit included a 401K.

WAGES

Almost all firms responding offered full-time employment averaging 40 hours per week. A few firms offered part-time employment averaging 30 hours per week. A few firms offered temporary on-call employment averaging 10 hours per week. A few firms offered seasonal employment averaging 40 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities were provided by some firms. These included administrative positions.

Recruitment methods included the following

In House Promotion or Transfer	59%
Employees' Referrals	47%
Newspaper	47%
Private Employment Agencies	24%
Employment Development Dept.	24%
Walk In Applicants	6%
Other	18%

A few firms reported recruitment over the Internet and through industry contacts.

Vacancies filled within the last 12 months

New Positions	36%
Employees Leaving	32%
Promotions	32%

Gender Demographics

Male	66%	Female	34%
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HOTEL DESK CLERKS

15 Firms Responding

OES: 538080

JOB DESCRIPTION

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Large (190)
Projected Job Growth Rate: 18.8%
Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	0%	13%	47%	40%
Inexperienced	46%	20%	27%	7%

Where the jobs are

	Percent	SIC *
Hotels and Motels	100	7011

***Standard Industrial Classification**

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	80%
Less Than High School	13%
College But No Degree	7%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	53%	33%	13%	0%
Training as a substitute for exp.	27%	33%	33%	7%

All responding firms report they are willing to hire without experience. A few responding firms who sometimes or usually require experience are willing to substitute training in lieu of work experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Record keeping skills
Cash handling skills
Ability to follow billing procedures

Personal and Other

Good grooming skills
Ability to work under pressure
Public contact skills
Customer service skills
Ability to work independently

HOTEL DESK CLERKS

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills
Basic math skills

Firms seeking computer skills included word processing, spreadsheet, database and desktop publishing in applicants for this position.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 – \$6.62	\$5.75
New to firm, exp.	5.75 – 7.00	5.75
3+ yrs of exp.	5.75 – 9.00	6.50

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	0%	0%
Paid Vacation	80%	20%
Paid Sick Leave	0%	20%
Life Insurance	0%	0%
Vision Insurance	0%	0%
Dental Insurance	20%	0%
Medical Insurance	80%	0%

Other benefits: 401k, for full-time employees.

HOURS

Almost all responding firms offered full time employment averaging 40 hours per week. Most responding firms offered part-time employment averaging 26 hours per week. A few responding firms offered temporary on-call employment averaging 12 hours per week. A few firms offered seasonal employment averaging 10 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in some responding firms.

Recruitment methods included the following:

Newspaper Ads	60%
Employees' Referrals	47%
Walk In Applicants	27%
Employment Development Dept.	20%
Private Employment Agencies	7%
Other	7%

Vacancies filled within the last 12 months were a result of

Employees Leaving	68%
Temporary	32%

Gender Demographics

Male	27%	Female	73%
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NURSE PRACTITIONERS

JOB DESCRIPTION

Nurse Practitioners provide general medical care and treatment to patients in medical facility, such as clinic, health center, or public health agency, under the direction of a physician.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: INA
Projected Job Growth Rate: INA
Growth: INA

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	27%	33%	27%	13%
Inexperienced	14%	29%	36%	21%

Where the jobs are

	Percent	SIC*
General Medical and Surgical Hospitals	INA	8062
Offices and Clinics of Medical Doctors	INA	8011
Elementary and Secondary Schools	INA	8211

* Standard Industrial Classification

15 Firms Responding

OES: 075264999

Alternate Title: Physician's Assistant

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding

Bachelor Degree	73%
Graduate Study	27%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	7%	27%	33%	33%
Training as a substitute for exp.	27%	46%	20%	7%

Some responding firms required experience in the occupation averaging 12 months. This included nurse-midwife and obstetrician gynecologist. A few responding firms were willing to accept training in lieu of experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Ability to handle crisis situations
- Ability to plan work
- Ability to deal with people
- Ability to make decisions and judgments

Personal and Other

- Willingness to work with close supervision
- Ability to work under pressure

NURSE PRACTITIONERS

Basic

Ability to write legibly
Oral communication skills

All firms reported that they seek word processing skills in applicants. Some firms reported seeking spreadsheet skills in applicants. A few firms reported that in the future new skills needed for this position will include computer and video/tele-communications consulting.

License, Certification and Qualifications:

Registered Nurse and complete a program of study approved by the state.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$15.00 –\$30.00	\$22.00
New to firm, exp.	20.00 – 35.00	24.50
3+ yrs of exp.	23.00 – 35.00	27.00

FRINGE BENEFITS

	Full-time	Part-time
Child Care	14%	0%
Retirement Plan	64%	21%
Paid Vacation	86%	29%
Paid Sick Leave	86%	29%
Life Insurance	43%	7%
Vision Insurance	21%	21%
Dental Insurance	36%	14%
Medical Insurance	71%	29%

HOURS

Most responding firms offered full time employment averaging 40 hours per week. Some responding firms offered part-time employment averaging 27 hours per week. A few firms offered temporary on-call employment averaging 10 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities are very limited.

Recruitment methods included the following

Newspaper Ads	60%
Employees' Referrals	33%
Public School or Program Referrals	27%
Private School Referrals	20%
Private Employment Agencies	13%
In House Promotion or Transfer	13%
Walk In Applicants	7%
Other	13%

A few responding firms reported recruiting from the Internet.

Vacancies filled within the last 12 months were a result of:

New Positions	77%
Temporary	15%
Employee's Leaving	8%

Gender Demographics

Male	23%	Female	77%
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PAINTERS, PAPERHANGERS CONSTRUCTION AND MAINTENANCE

JOB DESCRIPTION

Painters paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Small (80)

Projected Job Growth Rate: 14.3%

Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	13%	27%	33%	27%
Inexperienced	7%	57%	21%	15%

Where the jobs are

	Percent	SIC*
Painting and Paper Hanging	40.8	1721
Single Family Housing Construction	15.8	1521
State Government	9.2	9020
Local Government	6.6	9030
Federal Government	6.6	9010
Other	21.0	

* Standard Industrial Classification

15 Firms Responding

OES: 874020

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent 100%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	7%	13%	47%	33%
Training as a substitute for exp.	27%	46%	20%	7%

All responding firms required an average of 10 months work experience in the occupation or related construction work. Related work included carpentry and concrete construction. Most responding firms were at least some of the time willing to substitute training in lieu of work experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Knowledge of paints and related chemicals
Brush, roller and spray painting skills
Drywall installation and repair skills

Personal and Other

Ability to tolerate dust and paint fumes
Ability to work from ladders and scaffolds
Willingness to work with close supervision
Ability to pay attention to detail

PAINTERS, PAPERHANGERS CONSTRUCTION AND MAINTENANCE

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 – \$9.98	\$7.00
New to firm, exp.	6.00 – 12.00	8.00
3+ yrs of exp.	7.00 – 16.00	11.22

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	50%	17%
Paid Vacation	83%	17%
Paid Sick Leave	50%	17%
Life Insurance	50%	17%
Vision Insurance	33%	17%
Dental Insurance	50%	17%
Medical Insurance	67%	17%

HOURS

Almost all responding firms offered full time employment averaging 40 hours per week. A few responding firms offered part-time employment averaging 32 hours per week. A few firms offered temporary on-call employment averaging 20 hours per week. A few responding firms offered seasonal employment averaging 30 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in many responding firms. These included supervisory positions.

Recruitment methods included the following:

Employees' Referrals	53%
Walk In Applicants	33%
In House Promotion or Transfer	27%
Newspaper Ads	27%
Employment Development Dept.	20%
Private Employment Agencies	7%
Public School or Program Referrals	7%
Private School Referrals	7%
Other	20%

Vacancies filled within the last 12 months were a result of

Temporary	79%
New Positions	14%
Employees Leaving	4%
Promotions	4%

Gender Demographics

Male	86%	Female	14%
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PERSONNEL CLERKS EXCEPT PAYROLL AND TIMEKEEPING

JOB DESCRIPTION

Personnel Clerks, Except Payroll and Timekeeping, compile and keep personnel records. They record data for each employee, such as address, weekly earnings, absences, amount of sales or productions, supervisory reports on ability, and on the date of and reason for terminations. They also compile and type reports from employment records, file employment records, and search employee files and furnish information to authorized persons. Please do not include workers whose primary responsibilities are to compute and post payroll or timekeeping records.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Medium (100)
Projected Job Growth Rate: 16.7%
Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	25%	31%	31%	13%
Inexperienced	25%	31%	38%	6%

Where the jobs are

	Percent	SIC *
Elementary and Secondary Schools	43.7	8211
Federal Government	30.1	9010
State Government	5.8	9020
Other	20.4	

*Standard Industrial Classification

16 Firms Responding

OES: 553140

Alternate Title: Office Manager

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

College But No Degree	50%
High School or Equivalent	38%
Associate Degree	6%
Bachelor Degree	6%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	13%	19%	44%	25%
Training as a substitute for exp.	25%	56%	19%	0%

A few responding firms required experience averaging 24 months in the occupation or related work. This included payroll clerk and customer service positions.

Some responding firms were willing to substitute training in lieu of work experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Accounting skills
Data entry skills
Ability to use a calculator
Bondable
Ability to write effectively
Ability to type at least 45 wpm

Personal and Other

Willingness to work with close supervision
Ability to pay attention to detail
Ability to work independently

PERSONNEL CLERKS EXCEPT PAYROLL AND TIMEKEEPING

Basic

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

All responding firms indicated they seek word processing skills, most firms seek database, spreadsheet, many desktop publishing in applicants for this position. A few firms indicated that they seek Internet skills in applicants

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$6.39 – \$16.11	\$9.03
New to firm, exp.	8.00 – 20.71	10.19
3+ yrs of exp.	9.78 – 24.17	11.83

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	87%	0%
Paid Vacation	100%	7%
Paid Sick Leave	87%	7%
Life Insurance	60%	0%
Vision Insurance	67%	7%
Dental Insurance	87%	0%
Medical Insurance	100%	7%

HOURS

Almost all responding firms offered full-time employment averaging 40 hours per week. Some responding firms offered part-time employment averaging 22 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in many responding firms. Those reported included managerial and administrative positions.

Recruitment methods included the following

Newspaper Ads	69%
In House Promotion or Transfer	56%
Employment Development Dept.	25%
Employees' Referrals	19%
Public School or Program Referrals	19%
Walk In Applicants	6%
Private School Referrals	6%
Private Employment Agencies	6%
Other	13%

Vacancies filled within the last 12 months were a result of

Employee's Leaving	40%
Promotions	40%
New Positions	20%

Gender Demographics

Male	0%	Female	100%
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SALESPERSON PARTS

15 Firms Responding

OES: 490140

Alternate Title: Counterpersons

JOB DESCRIPTION

Parts Salespersons sell spare and replaceable parts and equipment from behind a counter in an agency, repair shop, or parts store. They determine the make, year, and type of part needed by observing the damaged part or listening to a description of the malfunction. They read a catalogue to find stock number, price, etc., and fill the customer's order from stock. Please do not include workers whose primary responsibilities are to receive, store, and issue materials, equipment, and other items from the stockroom.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Large (210)
Projected Job Growth Rate: 10.5%
Growth: Faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	0%	20%	33%	47%
Inexperienced	20%	20%	47%	13%

Where the jobs are

	Percent	SIC *
Auto and Home Supply Stores	60.2	5531
New and Used Car Dealers	17.0	5511
Other	22.8	

* Standard Industrial Classification

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	80%
College But No Degree	20%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	14%	33%	53%	0%
Training as a substitute for exp.	27%	60%	13%	0%

Most responding firms were sometimes willing to substitute training in lieu of work experience in the occupation.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Ability to apply sales techniques
Cash handling skills
Understanding of inventory techniques
Ability to operate a cash register

Personal and Other

Willingness to work with close supervision
Possession of mechanical aptitude
Customer service skills

SALESPERSON PARTS

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills
Basic math skills

Most responding firms indicated they seek data-base skills in applicants for this position.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 – \$18.13	\$7.00
New to firm, exp.	6.00 – 18.13	10.00
3+ yrs of exp.	7.67 – 18.13	12.00

Commission on sales is common in this occupation.

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	54%	0%
Paid Vacation	92%	0%
Paid Sick Leave	23%	0%
Life Insurance	54%	0%
Vision Insurance	15%	0%
Dental Insurance	38%	0%
Medical	100%	0%

Additional reported benefits for full-time employees included auto parts at cost, and a 401K.

HOURS

All responding firms offered full time employment averaging 40 hours per week. A few responding firms offered part-time employment averaging 27 hours per week

OTHER RELEVANT INFORMATION

Promotional opportunities existed in most responding firms. Those opportunities were in managerial positions.

Recruitment methods included the following:

Employees' Referrals	67%
Newspaper Ads	53%
In House Promotion or Transfer	40%
Employment Development Dept.	27%
Walk In Applicants	20%
Public School or Program Referrals	13%
Other	7%

A few firms reported using the Internet as a method of recruitment.

Vacancies filled within the last 12 months were a result of

Employees Leaving	30%
New Positions	30%
Promotions	20%
Temporary	20%

Gender Demographics

Male	89%	Female	11%
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SOCIAL WORKERS EXCEPT MEDICAL AND PSYCHIATRIC

JOB DESCRIPTION

Social Workers, Except Medical and Psychiatric, counsel and aid individuals and families requiring social service assistance. Please include Community Organization Social Workers who plan, organize and work with community groups to solve problems. Please do not include workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Medium (140)
Projected Job Growth Rate: 16.7%
Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	7%	13%	40%	40%
Inexperienced	7%	33%	40%	20%

Where the jobs are

	Percent	SIC *
Local Government	30.8	9030
Individual and Family Services	23.1	8322
Child Day Care Services	19.6	8351
Job Training and Related Service	9.8	8331
Residential Care	6.3	8361
Other	10.4	

* Standard Industrial Classification

15 Firms Responding

OES: 273050

Alternate Title: Family Advocate

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

Bachelor Degree	53%
High School or Equivalent	20%
Associate Degree	13%
College But No Degree	13%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	13%	20%	60%	7%
Training as a substitute for exp.	0%	60%	33%	7%

Almost all responding firms required an average of 12 months experience in the occupation or related work. This included crisis intervention and home visitation.

All responding firms indicated that they accept training in lieu of experience at least some of the time.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Ability to interview others for information
- Understanding of court proceedings
- Knowledge of protective services for children and adults
- Vocational counseling skills
- Knowledge of family social work

Personal and Other

- Willingness to work with close supervision
- Ability to apply complex rules and regulations
- Ability to handle crisis situations

SOCIAL WORKERS EXCEPT MEDICAL AND PSYCHIATRIC

Basic

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Almost all firms reported seeking applicants who have word processing skills. Many employers are seeking applicants with database skills. Some firms seek spreadsheet skills in their applicants. Some responding firms indicated they will be seeking computer literacy, problem-solving knowledge, and public speaking as skills in future applicants.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$6.25 – \$13.19	\$8.50
New to firm, exp.	7.00 – 13.71	9.01
3+ yrs of exp.	7.63 – 16.00	10.09

FRINGE BENEFITS

	Full-time	Part-time
Child Care	20%	13%
Retirement Plan	67%	27%
Paid Vacation	100%	27%
Paid Sick Leave	93%	27%
Life Insurance	67%	13%
Vision Insurance	53%	13%
Dental Insurance	73%	20%
Medical Insurance	93%	27%

An additional benefit reported by a few employers for full-time employees was auto insurance.

HOURS

Most responding firms offered full time employment averaging 40 hours per week. Some responding firms offered part-time employment averaging 24 hours per week. A few responding firms offered seasonal employment averaging 35 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in almost all firms. These opportunities were in Social Worker II, Social Worker III, and supervisory positions.

Recruitment methods included the following:

Newspaper Ads	100%
In House Promotion or Transfer	67%
Employment Development Dept.	53%
Private Employment Agencies	33%
Employees' Referrals	20%
Walk In Applicants	7%
Public School or Program Referrals	7%
Other	13%

Vacancies filled within the last 12 months were a result of

New Positions	51%
Employee's Leaving	31%
Promotions	17%

Gender Demographics

Male	18%	Female	82%
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TEACHERS, PRESCHOOL

16 Firms Responding

OES: 313030

JOB DESCRIPTION

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Large (170)

Projected Job Growth Rate: 21.4%

Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	6%	25%	44%	25%
Inexperienced	13%	37%	31%	19%

Where the jobs are

	Percent	SIC *
Child Day Care Services	75.1	8351
Elementary and Secondary Schools	8.9	8211
Social Services, NEC	5.3	8399
Other	10.7	

***Standard Industrial Classification**

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

Associate Degree	56%
College But No Degree	31%
High School or Equivalent	6%
Bachelor Degree	6%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	6%	31%	25%	38%
Training as a substitute for exp.	19%	50%	25%	6%

Some responding firms required experience in the occupation averaging 12 months. These included teacher aid, classroom aid and home day care. Almost all responding firms were willing to substitute training in lieu of experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

- Ability to operate audiovisual equipment
- Classroom management skills
- Problem solving skills
- Supervisory skills
- Ability to administer emergency first aid
- Record keeping skills

Personal and Other

- Willingness to work with close supervision
- Ability to work under pressure
- Possession of a clean police record
- Understanding of a variety of cultures
- Ability to exercise patience

TEACHERS, PRESCHOOL

Basic

Ability to read and follow instructions
Ability to write legibly
Basic math skills

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 – \$12.10	\$6.92
New to firm, exp.	6.25 – 13.23	7.79
3+ yrs of exp.	7.00 – 13.62	9.78

Union Wages

	Range	Median
New hires, no exp.	\$7.00 – \$13.24	\$9.25
New to firm, exp.	7.00 – 13.43	13.18
3+ yrs with firm	10.11 – 15.82	14.45

Twenty-five percent of the responding firms are union and represent 30% of the occupational employment.

FRINGE BENEFITS

	Full-time	Part-time
Child Care	23%	15%
Retirement Plan	69%	8%
Paid Vacation	77%	15%
Paid Sick Leave	85%	15%
Life Insurance	31%	8%
Vision Insurance	54%	0%
Dental Insurance	69%	0%
Medical Insurance	85%	8%

HOURS

Most responding firms offered full time employment averaging 39 hours per week. Many responding firms offered part-time employment averaging 21 hours per week. A few firms offered temporary on-call employment averaging 5 hours per week. A few firms offered seasonal employment averaging 40 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in most responding firms. Those reported included director and other administration positions.

Recruitment methods included the following

Newspaper Ads	69%
In House Promotion or Transfer	44%
Employees' Referrals	31%
Employment Development Dept.	31%
Walk In Applicants	19%
Private School Referrals	13%
Public School or Program Referrals	13%
Private Employment Agencies	13%
Other	25%

Vacancies filled within the last 12 months were a result of

Employees Leaving	61%
Temporary	21%
New Positions	12%
Promotions	6%

Gender Demographics

Male	5%	Female	95%
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TEACHERS SECONDARY SCHOOL

JOB DESCRIPTION

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. Please do not include special education teachers who teach only students with disabilities.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Very Large (860)
Projected Job Growth Rate: 17.8%
Growth: Much faster than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicants

	Not	A little	Somewhat	Very
Experienced	19%	37%	38%	6%
Inexperienced	19%	50%	31%	0%

Where the jobs are

	Percent	SIC *
Elementary and Secondary Schools	100	8211

*Standard Industrial Classification

16 Firms Responding

OES: 313080

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

Bachelor Degree	63%
Graduate Study	37%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	43%	38%	13%	6%
Training as a substitute for exp.	25%	43%	19%	13%

A few responding firms indicated 9 months experience in the occupation was required, and most firms are willing to substitute training lieu of work experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Audiovisual teaching skills
Classroom management skills
Problem solving skills
Supervisory skills
Ability to administer emergency first aid
Record keeping skills

Personal and Other

Willingness to work with close supervision
Ability to work under pressure
Possession of a clean police record
Understanding of a variety of cultures
Ability to exercise patience

TEACHERS SECONDARY SCHOOL

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills
Basic math skills

Almost all responding firms indicated they seek word processing skills, while some firms seek database skills in applicants for this position.

Licenses, Certifications, and Qualifications:
Bachelor Degree and completion of an approved teacher training program; from the State board of education or a licensure advisory committee.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$7.67 – \$12.74	\$10.20
New to firm, exp	7.67 – 15.07	11.37
3+ yrs of exp.	9.59 – 21.86	15.73

Union Wages

	Range	Median
New hires, no exp.	\$11.03 – \$17.17	\$13.52
New to firm, no exp.	13.30 – 19.76	15.94
3+ yrs with firm	13.50 – 26.71	18.58

Eighty-eight percent of the responding firms are union and represent 97% of the occupational employment.

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	67%	13%
Paid Vacation	40%	7%
Paid Sick Leave	93%	7%
Life Insurance	47%	7%
Vision Insurance	100%	13%
Dental Insurance	100%	13%
Medical Insurance	100%	13%

HOURS

All responding firms offered full time employment averaging 38 hours per week. Some responding firms offered part-time employment averaging 23 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in almost all responding firms. Those reported included administrative and supervisory positions.

Recruitment methods included the following

Newspaper Ads	81%
Public School or Program Referrals	69%
Employees' Referrals	44%
Employment Development Dept.	25%
In House Promotion or Transfer	13%
Walk In Applicants	13%
Private Employment Agencies	6%
Other	19%

Vacancies filled within the last 12 months were a result of

Employees Leaving	71%
New Positions	20%
Promotions	6%
Temporary	3%

Gender Demographics

Male	58%	Female	42%
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VEHICLE SALESPERSONS RETAIL

JOB DESCRIPTION

Retail Vehicle Salespersons sell new and used automobiles, trailers, mobile homes, motor homes, boats, motorcycles and other vehicles to the public. They explain the features and demonstrate the operation of the vehicle in the showroom or on the road, and suggest optional equipment. They may compute the sales price, including tax, trade-in allowance, license fee, and discounts, and requirements for financing payment of the vehicle on credit. Please do not include workers who primarily sell vehicle parts and accessories.

EMPLOYMENT TRENDS

Occupational Forecast: 1995–2002

Occupational Size: Very Large (1680)
Projected Job Growth Rate: 5.7%
Growth: Slower than average

Labor Supply and Demand Assessment

Degree of difficulty in finding applicant

	Not	A little	Somewhat	Very
Experienced	13%	13%	20%	54%
Inexperienced	40%	33%	27%	0%

Where the jobs are

	Percent	SIC *
New and Used Car Dealers	100	5511

* Standard Industrial Classification

15 Firms Responding

OES: 490111

EMPLOYER REQUIREMENTS

Education of most recent hires by percentage of total firms responding.

High School or Equivalent	87%
College But No Degree	13%

Experience, Training and Other Requirements

	Never	Sometimes	Usually	Always
Experience req.	7%	46%	47%	0%
Training as a substitute for exp.	40%	46%	7%	7%

Only seven responding firms indicated that no experience is required, of those few firms requiring experience most firms will substitute training in lieu of experience.

JOB SPECIFICATIONS

These skills were rated as important qualifications in gaining entry into this occupation.

Technical

Ability to apply sales techniques
Understanding of inventory techniques
Ability to operate a cash register

Personal and Other

Good grooming skills
Ability to work independently
Public contact skills

VEHICLE SALESPERSONS RETAIL

Basic

Ability to read and follow instructions
Ability to write legibly
Oral communication skills
Basic math skills

Most responding firms seek database skills in applicants. Many responding firms seek word processing skills in applicants. Other skills identified by employers were Internet sales, new product knowledge, and people skills.

WAGES

Non Union Wages

	Range	Median
New hires, no exp.	\$5.75 – \$20.18	\$6.90
New to firm, exp.	5.75 – 23.97	7.72
3+ yrs of exp.	5.75 – 34.52	10.00

Most responding firms pay a base wage, plus commission ranging from 18% to 30% on gross sales.

FRINGE BENEFITS

	Full-time	Part-time
Child Care	0%	0%
Retirement Plan	33%	0%
Paid Vacation	92%	0%
Paid Sick Leave	0%	0%
Life Insurance	42%	0%
Vision Insurance	25%	0%
Dental Insurance	42%	0%
Medical Insurance	100%	0%

An additional benefit reported by a few firms includes a 401k for full-time employees.

HOURS

All responding firms offered full-time employment averaging 40 hours per week. A few responding firms offered part-time employment averaging 25 hours per week.

OTHER RELEVANT INFORMATION

Promotional opportunities existed in most firms. These opportunities were in managerial positions.

Recruitment methods included the following

Newspaper Ads	60%
Employees' Referrals	47%
Walk In Applicants	27%
In House Promotion or Transfer	7%
Employment Development Dept.	7%
Other	33%

Vacancies filled within the last 12 months were a result of

Employee's Leaving	74%
New Positions	15%
Promotions	11%

Gender Demographics

Male	92%	Female	8%
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OCCUPATIONS SURVEYED

The following occupations were included in the 1996 study.

Automotive Mechanics
Bookkeeping, Accounting, and Auditing Clerks
Bus and Truck Mechanics
Child Care Workers
Cook, Restaurant
Correctional Officers (special survey)
Dental Assistants
First Line Supervisors/Managers, Production and Operating Workers
Forest and Conservation Workers
General Office Clerks
Industrial Truck and Tractor Operators
Instructional Aides
Licensed Vocational Nurses
Medical Assistants
Registered Nurses
Salespersons, Retail (Except Vehicle Sales)
Secretaries, Medical
Traffic, Shipping, and Receiving Clerks
Truck Drivers, Heavy
Truck Drivers, Light
Welders and Cutters

The following occupations were included in the 1997 study.

Carpenters
Cashiers
Counter and Rental clerks
Dispatcher - Police, Fire, and Ambulance
Firefighters
Food Preparation Workers
Foresters and Conservation Scientists
Gardeners, Groundkeepers - Except Farm
Grader, Dozer, and Scraper Operators
Highway Maintenance Workers
Janitors and Cleaners - Except Maids and Housekeeping Cleaners
Maids and Housekeeping Cleaners
Maintenance Repairs - General utility
Nurse Aides
Pharmacy Technicians
Police Patrol Officers
Radiologic Technologist - Diagnostic
Receptionists and Information /Clerks
Secretaries
Stock Clerks - Stockroom, Warehouse, Storage Yard
Teachers - Elementary School

WAGE SUMMARY

WAGE SUMMARIES

The following non-union wage data have been extracted from the Occupational Summaries contained in this report and are compiled here for quick reference. Union wage and the non-union median wage data are not included in this summary but may be found in the Occupational Summaries.

Occupational Title	Entry No Exp.	Entry With Exp.	3Yrs+ With Firm
Accountants & Auditors	\$5.75 –\$23.97	\$5.75 –\$26.37	\$6.00 –\$33.56
Administrative Assistants	5.75 – 11.99	7.50 – 15.80	8.00 – 19.12
Administrative Service Managers	7.00 – 17.74	9.00 – 28.77	11.00 – 32.13
Billing, Cost, & Rate Clerks	5.75 – 11.02	6.50 – 11.02	8.00 – 14.50
Bus Drivers - School	7.88 – 11.54	8.01 – 11.54	9.82 – 11.54
Computer Aided Designers (CAD)	6.00 – 19.80	8.00 – 21.83	10.00 – 26.53
Cooks	5.75 – 7.00	5.75 – 8.00	5.75 – 9.00
Customer Service Representatives	6.00 – 15.00	7.00 – 15.00	7.00 – 15.00
Dental Hygienists	6.50 – 32.00	8.00 – 40.00	9.00 – 40.00
Driver/Sales Workers	5.75 – 10.00	5.75 – 11.00	5.75 – 12.66
General Managers & Top Executives	5.75 – 35.96	6.50 – 43.14	8.00 – 55.14
Hotel Desk Clerks	5.75 – 6.62	5.75 – 7.00	5.75 – 9.00
Nurse Practitioners	15.00 – 30.00	20.00 – 35.00	23.00 – 35.00
Painters, Paperhangers	5.75 – 9.98	6.00 – 12.00	7.00 – 16.00
Personnel Clerks	6.39 – 16.11	8.00 – 20.71	9.78 – 24.17
Salesperson -Parts	5.75 – 18.13	6.00 – 18.13	7.67 – 18.13
Social Workers	6.25 – 13.19	7.00 – 13.71	7.63 – 16.00
Teachers, Preschool	5.75 – 12.10	6.25 – 13.23	7.00 – 13.62
Teachers, Secondary	7.67 – 12.74	7.67 – 15.07	9.59 – 21.86
Vehicle Salespersons	5.75 – 20.18	5.75 – 23.97	5.75 – 34.52

1998 – 1999

Northern California

Vocational Training

Directory

A product of
The Job Training Center of Tehama County
and the
California Cooperative Occupational
Information System
Labor Market Information Division
of the
Employment Development Department
State of California

INTRODUCTIONS

This Training Directory contains the names, addresses, telephone numbers, web-sites (when available) and program descriptions for northern California training providers who offer training programs that are directly related to the occupations included in this publication. The northern California counties represented in this directory are Butte, Del Norte, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama and Trinity. When using this directory please note that program information is continually changing. Training providers (colleges, schools) readily reply to requests for information. We recommend that you contact the appropriate school, using the phone numbers, or visit the training provider's web-site. Numbers and Web-sites are listed at the beginning of each program summary.

OCCUPATIONAL CATEGORIES

Each training provider is listed under the occupational category for which they provide training. Those categories are:

- | | |
|----------------------------|--------------------|
| ✧ Business & Clerical | ✧ Medical & Dental |
| ✧ Drafting Technician | ✧ Transportation |
| ✧ Educational | ✧ Social Work |
| ✧ Management & Supervision | |

TRAINING PROVIDERS

The following northern California training providers are included in this directory:

- ✧ Business Connections, Red Bluff
- ✧ Butte Community College, Oroville
- ✧ Butte County Office of Education Regional Occupational Program, Durham
- ✧ California State University, Chico
- ✧ College of the Redwoods, Crescent City
- ✧ College of the Siskiyous, Weed
- ✧ Del Norte Regional Occupational Program, Crescent City
- ✧ Feather River College, Quincy
- ✧ Foster Elite Truck Driving School, Red Bluff
- ✧ Future Trucking Professionals, Redding
- ✧ Lassen Community College, Susanville
- ✧ Lassen County Office of Education Regional Occupational Program, Susanville
- ✧ Learning Centers of Tehama County, Red Bluff
- ✧ Modoc County Regional Occupational Program, Alturas
- ✧ Northstate Business College, Red Bluff
- ✧ Northwest Training Institute, Red Bluff
- ✧ Plumas and Sierra Counties Regional Occupational Program, Quincy
- ✧ Shasta College, Redding
- ✧ Shasta-Trinity Regional Occupational Program, Redding
- ✧ Simpson College, Redding
- ✧ Tehama County Office of Education ROP, Red Bluff

PROGRAM GROUPINGS

BUSINESS AND CLERICAL

- * **Administrative Assistant Accountants and Auditors**
- * **Customer Service Representative-Utility**
- * **Personnel Clerks**
- * **Billing Cost and Rate Clerks**
- * **Hotel Desk Clerks**

- * Business Connections, Red Bluff
- * Butte Community College, Oroville
- * Butte County Office of Education, Durham
- * California State University, Chico
- * College of the Redwoods, Crescent City
- * College of the Siskiyous, Weed
- * Feather River College, Quincy
- * Lassen Community College, Susanville
- * Lassen County Office of Education, ROP, Susanville
- * Learning Centers of Tehama County, Red Bluff
- * Modoc County Regional Occupational Program, Alturas
- * Northstate Business College, Red Bluff
- * Northwest Training Institute, Red Bluff
- * Shasta College, Redding
- * Shasta-Trinity Regional Occupational Program, Redding
- * Simpson College, Redding
- * Tehama County Office of Education, Red Bluff
- * Plumas/Sierra County Regional Occupational Program ROP, Quincy

DRAFTING TECHNOLOGY

* **Computer Aided Design (CAD) Technicians**

- * Butte Community College, Oroville
- * California State University, Chico
- * College of the Redwoods, Crescent City
- * College of the Siskiyous, Weed
- * Feather River College, Quincy
- * Lassen College, Susanville
- * Shasta College, Redding

EDUCATIONAL

* **Teachers-Secondary**

* **Teachers, Preschool**

- * California State College, Chico
- * Simpson College, Redding

PROGRAM GROUPINGS

MANAGEMENT AND SUPERVISION

* Administrative Service Manager * General Managers and Top Executives

- * Butte Community College, Oroville
- * Butte County Office of Education ROP, Durham
- * California State University Chico, Chico
- * College of the Siskiyous, Weed
- * Feather River College, Quincy
- * Northwest Training Institute, Red Bluff
- * Modoc County Regional Occupational Program (ROP), Alturas
- * Shasta College, Redding
- * Shasta-Trinity Regional Occupational Program (ROP), Redding
- * Simpson College, Redding
- * Tehama County Regional Occupational Program (ROP), Red Bluff

MEDICAL AND DENTAL

* Dental Hygienist * Nurse Practitioner

- * Shasta Community College (Fall of 1999)

SOCIAL SCIENCE

* Social Services workers—Except Medical

- * California State College, Chico
- * Simpson College, Redding

TRANSPORTATION

* Bus Driver-School * Driver/Sales Worker

- * Foster Elite Truck Driving School, Red Bluff
- * Future Trucking Professionals, Redding

TRAINING PROVIDERS

The following training providers are listed in alphabetical order.

Business Connections

332 Pine Street

Red Bluff, Ca 96080

(530) 527-6229

Programs Offered: Clerical Computer Training

Occupations: Personnel Clerks, (OES 553140)
Accountants and Auditors (OES 211140)
Administrative Assistant, (OES 169167997)
Billing Cost and Rate Clerks, (OES 553440)
Customer Service Representative-Utility, (OES 553350)
Hotel Desk Clerks, (OES 538080)

Available Services: Job Placement Assistance
Veterans Services
Career Development

Time to complete program: 40–45 hours

Open entry/open exit: No

Cost to student: Depends on program

Receive upon completion: Certificate

Public transportation: Yes

TRAINING PROVIDERS

Butte Community College
P.O. Box 711
3536 Butte Campus Drive
Oroville, Ca 95965
(530) 8952361 Fax (530) 895-2411
www.butte.cc.ca.us

Programs Offered:	Accounting Business Office information systems
Occupations:	Accounting and Auditors (OES 211140) Administrative Assistant (OES 169167997) Billing Cost and Rate Clerks, (OES 553440) Customer Service Representative-Utility, (OES 553350) Hotel Desk Clerks, (OES 538080)
Available Services:	Career Development Counseling Financial Aid Job Placement Assistance On-site Child Care Veterans Services
Time to complete program:	4 Semesters
Open entry/open exit:	No
Approximate cost to student:	\$12.00 per unit
Receive upon completion:	Certificate, or Degree
Public transportation:	Yes

TRAINING PROVIDERS

Butte County Office of Education Regional Occupational Program, Durham

P.O. Box 240

9341 A Midway

Durham, Ca 95938

(530) 891-2929 Fax (530) 891-2909

www.bcoe.butte.k12.ca.us

Programs Offered:	Business & Marketing Clerical Occupations & Office Procedures Computer Applications Computerized Accounting Retail Sales, Marketing and /or Merchandising
Occupations:	Accounting and Auditors (OES 211140) Administrative Assistant (OES 169167997) Billing Cost and Rate Clerks, (OES 553440) Customer Service Representative-Utility, (OES 553350) Hotel Desk Clerks, (OES 538080) Salesperson -Parts (OES 490140) Vehicle Salespersons-Retail (OES 490111)
Available Services:	Career Development Counseling Veterans Services
Time to complete program:	Depends on program (no set time)
Open entry/open exit:	No
Approximate cost to student:	\$35.00 Registrations plus materials for adults
Receive upon completion:	Certificate
Public transportation:	Yes

TRAINING PROVIDERS

California State University, Chico
400 West 1st Street
Chico, Ca 95929
(530) 898-4636 Fax (530) 898-4359
www.csuchico.edu

Programs Offered: Business Administration
Education
Humanities
Pre-Business Administration
Social Work
Teaching Credentials

Occupations: Accountants and Auditors (OES 211140)
Administrative Services Managers (OES 130140)
Administrative Assistants (OES 169167997)
General Managers and Top Executives (OES 190050)
Social Workers - Except Medical & Psychiatric (OES 73050)
Teachers - Secondary School (OES 313080)

Available Services: Career Development
Counseling
Distance Learning
Financial Aid
Job Placement
On Site Child Care
Veterans Services

Time to complete program: Varies
Open entry/open exit: No
Approximate cost to student: Varies
Receive upon completion: Degree
Public transportation: Yes

TRAINING PROVIDERS

College of the Redwoods
883 W. Washington Boulevard
Crescent City, Ca 95531
(707) 464-7457 Fax (707) 464-6867
www.redwoods.cc.ca.us

Programs Offered:	Business General Business Administrative Assistant Drafting Technology Humanities
Occupations:	Administrative Assistant (OES 169167997) Billing Cost and Rate Clerks, (OES 553440) Computer Aided Design (CAD) Technicians Customer Service Representative-Utility, (OES 553350) Hotel Desk Clerks, (OES 538080)
Available Services:	Counseling Veterans Services
Time to complete program:	2-4 Semesters
Open entry/open exit:	No
Approximate cost to student:	\$13.00
Receive upon completion:	Certificate, Degree
Public transportation:	Yes

TRAINING PROVIDERS

College of the Siskiyous

800 College Avenue

Weed, Ca 96094-2899

(530) 938-4462 Fax (530) 938-5227

www.siskiyous.edu

Programs Offered: Business Administration

Humanities

Office Administration

Occupations: Administrative Assistant (OES 169167997)

Available Services: Career Development

Child Care

Counseling

Distance Learning

Veteran's Services

Time to complete program: 1-3 Semesters

Open entry/open exit: No

Approximate cost to student: \$13.00 per unit

Receive upon completion: Certificate, Degree, Diploma

Public transportation: Yes

TRAINING PROVIDERS

Del Norte Regional Occupational Program

301 W. Washington Blvd.

Crescent City, Ca 95531

(707) 464-0224 Fax (707) 464-0295

www.delnorte.k12.ca.us

Programs Offered: General Computer and information science

Occupations: Billing Cost and Rate Clerks, (OES 553440)
Customer Service Representative-Utility, (OES 553350)
Hotel Desk Clerks, (OES 538080)

Available Services: Career Development
Counseling
Distance Learning

Time to complete program: No set time

Open entry/open exit: Yes

Approximate cost to student: None

Receive upon completion: Certificate, Diploma

Public transportation: Yes

TRAINING PROVIDERS

Feather River College

P. O. Box 11110

570 Golden Eagle Avenue

Quincy, Ca 95971-6023

(530) 283-0202 Fax (530) 283-3757

www.frcc.cc.ca.us

Programs Offered: Business

Occupations: Billing Cost and Rate Clerks, (OES 553440)
Customer Service Representative-Utility, (OES 553350)
Hotel Desk Clerks, (OES 538080)
Personnel Clerks-Except Payroll and Timekeeping (OES 553140)

Time to complete program: p-1 Semester

Open entry/open exit: No

Approximate cost to student: \$13.00 per unit

Receive upon completion: Certificate, Degree

Public transportation: Yes

TRAINING PROVIDERS

Foster Elite Truck Driving School

1870 Montgomery Road

Red Bluff, Ca 96080

(530) 527-3535 Fax (530) 529-9665

Programs Offered: Truck, Bus and Other Commercial Vehicle Operator

Occupations: Bus Drivers-School (OES 971110)

Driver/Sales Worker (OES 971170)

Available Services: Career Development

Job Placement

Veterans Services

Time to complete program: 4 weeks

Open entry/open exit: No

Approximate cost to student: \$2,800.00

Receive upon completion: Certificate

Public transportation: Yes

TRAINING PROVIDERS

Future Trucking Professionals
5125 B Catipillar Rd
Redding, Ca 96003
(530) 241-2099 Fax (530) 241-7839

Programs Offered: Truck, Bus and Other Commercial Vehicle operator

Occupations: Bus Drivers-School (OES 971110)
Driver/Sales Worker (OES 971170)

Available Services: Career Development
Job Placement
Veterans Services

Time to complete program: 4-8 weeks

Open entry/open exit: No

Approximate cost to student: \$2,995.00-\$4,000.00

Receive upon completion: Diploma

Public transportation: Yes

Other: Night course available

TRAINING PROVIDERS

Lassen Community College
P.O. Box 3000
Highway 139
Susanville, Ca 96130-3000

Programs Offered:	Business Computer
Occupations:	Billing Cost and Rate Clerks, (OES 553440) Customer Service Representative-Utility, (OES 553350) Hotel Desk Clerks, (OES 538080) Personnel Clerks-Except Payroll and Timekeeping (OES 553140)
Available Services:	Career Development Counseling Distance Learning Financial Aid Job Placement Child Care Veteran's Services
Time to complete program:	40 hours - 1 Semester
Open entry/open exit:	Yes
Approximate cost to student:	\$13.00 per unit
Receive upon completion:	Certificate, Degree, Diploma
Public Transportation:	Yes

TRAINING PROVIDERS

Lassen County Office of Education

Regional Occupational Program

472-013 Johnstonville Road

Susanville, Ca 96130

(530) 257-7214 Fax (530) 257-2518

Programs Offered: Accounting Technician

General Office/Clerical and Typing

Occupations: Billing Cost and Rate Clerks, (OES 553440)

Customer Service Representative-Utility, (OES 553350)

Hotel Desk Clerks, (OES 538080)

Personnel Clerks-Except Payroll and Timekeeping (OES 553140)

Available Services: Career Development

Time to complete program: 2 - 4 Semesters

Open entry/open exit: No

Approximate cost to student: None

Receive upon completion: Certificate

Public transportation: Yes

TRAINING PROVIDERS

Learning Centers of Tehama County

20 Antelope Blvd.

Red Bluff, Ca 96080

(530) 527-0188 Fax (530) 527-0273

Programs Offered: General Computer

Occupations: Billing Cost and Rate Clerks, (OES 553440)
Customer Service Representative-Utility, (OES 553350)
Hotel Desk Clerks, (OES 538080)
Personnel Clerks-Except Payroll and Timekeeping (OES 553140)

Available Services: Financial Aid

Time to complete program: Varies

Open entry/open exit: No

Approximate cost to student: Varies

Receive upon completion: Certificate, Degree

Public transportation: Yes

TRAINING PROVIDERS

Modoc County Regional Occupational Program, Alturas

139 Henderson Street

Alturas, Ca 96101

(530) 233-7102 Fax (530) 233-5531

Programs Offered:	Administrative Assistant/ Secretarial Science, General General Office/Clerical and Typing Services
Occupations:	Billing Cost and Rate Clerks, (OES 553440) Customer Service Representative-Utility, (OES 553350) Hotel Desk Clerks, (OES 538080) Personnel Clerks-Except Payroll and Timekeeping (OES 553140) Administrative Assistant (OES 169167997)
Available Services:	Career Development Counseling
Time to complete program:	Varies
Open entry/open exit:	No
Approximate cost to student:	None
Receive upon completion:	Certificate
Public transportation:	No

TRAINING PROVIDERS

Northstate Business College

645 Antelope Blvd Ste 36

Red Bluff Ca 96080

(530) 528-1021 Fax (530) 528-1021

Programs Offered: Accounting Technician
Computer Technology
General Office

Occupations: Billing Cost and Rate Clerks, (OES 553440)
Customer Service Representative-Utility, (OES 553350)
Hotel Desk Clerks, (OES 538080)
Personnel Clerks-Except Payroll and Timekeeping (OES 553140)

Available Services: Career development
Distance learning

Time to complete program: 2 weeks - 7 months

Open entry/open exit: No

Approximate cost to student: Varies

Receive upon completion: Diploma

Public transportation: Yes

TRAINING PROVIDERS

Plumas/Sierra County Regional Occupational Program

50 Church Street Suite B

Quincy, Ca 95971

(530) 283-6500 Fax (530) 283-6509

www.pcoe.k12.ca.us

Programs Offered:

Computer

Accounting Technician

Occupations:

Accountants and Auditors (OES 211140)

Billing Cost and Rate Clerks, (OES 553440)

Customer Service Representative-Utility, (OES 553350)

Hotel Desk Clerks, (OES 538080)

Personnel Clerks-Except Payroll and Timekeeping (OES 553140)

Available Services:

Career Development

Counseling

Job Placement

Time to complete program:

Varies

Open entry/open exit:

Yes

Approximate cost to student:

Adult Vocation, \$1,200.00

Receive upon completion:

Certificate

Public transportation:

Yes

TRAINING PROVIDERS

Shasta Community College
11555 Old Oregon Trail
P.O. Box 496006
Redding, Ca 96049-6006
(530) 225-4600 Fax (530) 225-4995
www.shasta.cc.ca.us

Programs Offered:	Accounting Business Administration Management information Office Administration Dental Hygienists (Available Fall of '99)
Occupations:	Accountants and Auditors (OES 211140) Administrative Assistant (OES 169167997) Administrative Services Managers (OES 130140) Billing Cost and Rate Clerks, (OES 553440) Customer Service Representative-Utility, (OES 553350) Dental Hygienists (OES 329080) General Managers and Top Executives (OES 190050) Hotel Desk Clerks, (OES 538080) Personnel Clerks-Except Payroll and Timekeeping (OES 553140)
Available Services:	Career Development Child Care Counseling Distance Learning Financial Aid Job Placement Veteran's Services
Time to complete program:	2 - 4 Semesters
Open entry/open exit:	No
Approximate cost to student:	\$13.00 per unit
Receive upon completion:	Certificate, Degree
Public transportation:	Yes

TRAINING PROVIDERS

Shasta-Trinity Regional Occupational Program

4659 Eastside Road

Redding, Ca 96001

(530) 246-3302 Fax (530) 246-3306

Programs Offered:

Business Management/Marketing

Computerized Accounting

Computer Aided Drafting (CAD)

General Office Technology

Occupations:

Accountants and Auditors (OES 211140)

Administrative Assistant (OES 169167997)

Administrative Services Managers (OES 130140)

Billing Cost and Rate Clerks, (OES 553440)

Customer Service Representative-Utility, (OES 553350)

General Managers and Top Executives (OES 190050)

Hotel Desk Clerks, (OES 538080)

Personnel Clerks-Except Payroll and Timekeeping (OES 553140)

Available Services:

Career Development

Child Care

Time to complete program:

Varies

Open entry/open exit:

No

Approximate cost to student:

Varies

Receive upon completion:

Certificate

Public transportation:

Yes

TRAINING PROVIDERS

Simpson College
2211 College View Drive
Redding, Ca 96003
(530) 224-5600 Fax 244-5608

Programs Offered: Business Administration
Business and Human Resources Management
Educational Programs

Occupations: Administrative Services Managers (OES 130140)
General Managers and Top Executives (OES 190050)
Teachers - Secondary (OES 313080)

Available Services: Career Development
Child Care
Counseling
Financial Aid

Time to complete program: 16 months - 60 month
Open entry/open exit: No
Approximate cost to student: \$4100.00 per semester
Receive upon completion: Degree
Public transportation: Yes

TRAINING PROVIDERS

Siskiyou County Regional Occupational Program

609 South Gold Street

Yreka, Ca 96097

(530) 842-8426 Fax (530) 842-8436

www.sisnet.ssku.k12.ca.us

Programs Offered:	Accounting Technician Administrative Assistant/Secretarial Science, General Business Computer
Occupations:	Accountants and Auditors (OES 211140) Administrative Assistant (OES 169167997) Administrative Services Managers (OES 130140) Billing Cost and Rate Clerks, (OES 553440) Customer Service Representative-Utility, (OES 553350) General Managers and Top Executives (OES 190050) Hotel Desk Clerks, (OES 538080) Personnel Clerks-Except Payroll (OES 553140)
Available Services:	Financial Aid Career Development
Time to complete program:	Varies
Open entry/open exit:	No
Approximate cost to student:	None
Receive upon completion:	Certificate
Public transportation:	Yes

TRAINING PROVIDERS

Tehama County Office of Education Regional Occupational Program

P. O. Box 689

1135 Lincoln St.

Red Bluff, Ca 96080

(530) 527-5811 Fax (530) 529-4120

Programs Offered:	Accounting Technician Administrative Assistant/Secretarial Science, General Computer Applications General Office/Clerical and Typing /Services
Occupations:	Accountants and Auditors (OES 211140) Administrative Assistant (OES 169167997) Billing Cost and Rate Clerks, (OES 553440) Customer Service Representative-Utility, (OES 553350) Hotel Desk Clerks, (OES 538080) Personnel Clerks-Except Payroll (OES 553140)
Available Services:	Job Placement
Time to complete program:	Varies
Open entry/open exit:	No
Approximate cost to student:	None
Receive upon completion:	Certificate
Public transportation:	Yes

